



## NCS Administrator

### About the role:

BF Adventure was established 25 years ago and has developed a 60-acre activity site together with a highly skilled team to deliver flexible programmes of inclusive, adventurous outdoor activities for children, young people and their families. BF is contracted to deliver National Citizen Service (NCS) provision, in the summer and autumn, on behalf of the NCS Trust.

The NCS programme is open to all 16 and 17-year-olds in England and is designed to enable participants to build skills for work and life, through engaging in new challenges and meeting new friends. NCS brings together young people from different backgrounds and helps them develop greater confidence, self-awareness and responsibility. It encourages personal and social development by working on skills like leadership, teamwork and communication.

The programme includes a residential element and the young people work towards developing a social action project to deal with a local issue they're passionate about, and spend 30 hours putting the project into action in their community. For more information about NCS please see their website:

<https://www.ncsyes.co.uk/>

At BF Adventure our mission is to **inspire, challenge** and **motivate** people, especially young people, to develop their **life skills** and to bring about **positive change**. We work in line with a set of core organisational values

### Changing Perspective

We embrace diversity and recognise everyone has a part to play in life. No one should face discrimination and we challenge both its roots and its impact.

### Trust

At BF Adventure we believe that our environment should be a safe space for all, igniting positive relationships based on trust and respect.

### Collaborating

We believe working together achieves the best results. We actively explore new partnerships with those who share our values.

### Integrity

We welcome a culture of honesty and openness that allows us to learn and grow together. We do what we say!

### Sustainability

We seek to deliver lasting change and to minimise our impact on the planet

### Empowering

We listen to you and value your opinion. We enable you to face challenges and make informed choices



## Job Description

**Post Title:** NCS Administrator (Fixed term to 31<sup>st</sup> December 2019)

**Salary Level 2:** £15,408 to £16,707

**Hours:** 14 hours per week  
(Some evening and weekend work may be required)

**Responsible to:** NCS Programme Coordinator

### Main purpose of Job:

To effectively support the NCS Programme Coordinator and CEO to deliver NCS programmes and to continuously engage young people throughout their NCS journey.

This role will be primarily office based, but may also offer on occasion, opportunities to work with young people and instructors in the outdoor environment

### Main Tasks (not exclusive)

#### NCS Programme Support

- Support 'signed up' participants coordinating 'keep warm' activities and maintaining engagement
- Update administrative tools, registers, database and statistics as required for each programme.
- Coordinate elements of programme delivery, i.e. social action projects, transport requirements
- Identify participant transport needs and liaise with all parties necessary.
- Identify, complete and collate paperwork and materials for participant registration.
- Liaise with team leaders and participants to ensure on programme paperwork is received and logged as appropriate
- Support recruitment events
- Management of BF/self-generated 'expressions of interest'
- Maintain engagement with participants once they have graduated from the programme for a minimum of 6 months

#### Reception Cover (approx. 1 dpw)

- To co-ordinate 'sign in' process for clients, visitors and staff;
- To tidy and maintain the reception area and 'front of house experience', ensuring relevant marketing materials are available and suitably displayed;
- To check consumables and replenish when needed;

#### Other

Due to the varied and ever changing nature of operations at BF Adventure you may be required to undertake additional roles, responsibilities and tasks\* as necessary to facilitate the smooth running of activities

\*(within your level of experience, training and capability)



## **Person Specification**

### **Experience / Skills**

- Two years' relevant experience including reception experience;
- Excellent written and verbal communication skills;
- Excellent interpersonal skills - tactful and diplomatic;
- Ability to evidence delivery and understanding of excellent customer service;
- High level of computer skills/literacy – Microsoft Word, Outlook and Excel in particular;
- Awareness of health and safety issues within the workplace;
- Excellent organisational and planning skills.

### **Personal Characteristics**

- Commitment to BFA mission statement, objectives and values
- Flexible and able to work well as part of a team with a good sense of humour
- Rigorous attention to detail and accuracy, particularly in data and confidential information handling and record keeping.
- Ability to work under pressure and to deadline whilst remaining calm
- Develops new and innovative ways to improve operations of the organisation
- Establishes and maintains positive working relationships with others, both internally and externally, to achieve the goals of the organisation
- Anticipates, understands and responds to the needs of clients and volunteers.
- Able to work effectively under pressure including the ability to prioritise own workload in a team setting
- The ability and willingness to work flexible hours

### **Desirable**

- Hold a current, clean driving license;
- Has outdoor activity qualifications ;
- Experience of risk assessment procedures;
- Experience of IT troubleshooting;
- Experience of providing analysis of information for management purposes;
- Experience of working within the voluntary sector ideally in relation to vulnerable young people and adults;
- Experience of working with volunteers;
- Administration and secretarial qualifications.

Please see next page....



### **What next:**

- Please complete the Application Form and the Equal Opportunities Monitoring Form. These forms can be found on our website.
- Please save the Application Form in the following format:  
Your name\_ncsadminapplication\_date
- Please email both forms to [jobs@bfadventure.org](mailto:jobs@bfadventure.org) with the email subject NCS Admin Application

The closing date for applications is 10<sup>th</sup> September 2018

Interviews are scheduled to take place on Thursday 20th September 2018, although this is subject to change.

Please do not hesitate to phone us on 01326 340912 if you have any questions.

Many thanks for your interest and we look forward to hearing from you!